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Using a Minitel

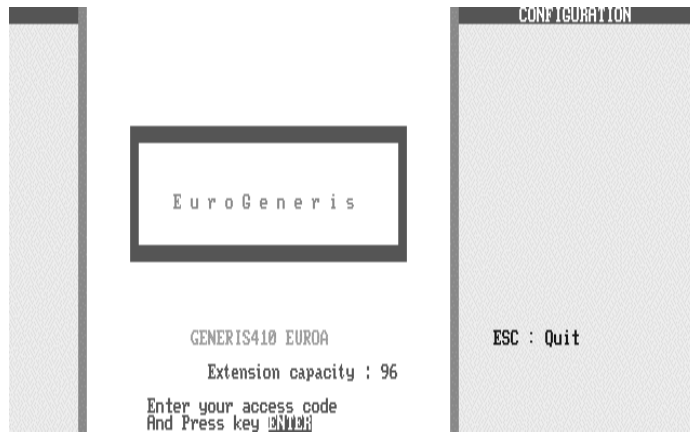
Applicable to France only.

1. Connect the Minitel VDU in parallel to an analog station (See Minitel instructions for use)
2. Switch on the Minitel
3. Dial **497** either on the analog station or the Minitel keypad
 - Listen for the specific Minitel tone.
4. Press «**Local Line**» on the Minitel keypad
 - The system welcome screen appears:



Using GENECOM

1. Run the GENECOM program (see GENECOM instructions for use)
2. Configure the GENECOM software:
 - GENERIS version
 - Select serial port
 - Set serial port parameters (GENERIS serial port is factory-set : Data rate 9600 - Parity none - Number of stop bits 1 - Number of bits 8)
3. In GENECOM main menu, select option C "GENERIS configuration"
 - The system welcome screen appears:



Login password

For obvious security reasons, the system is password protected and a login password has to be entered to establish the connection. It is made-up of one letter (I or E) followed by 4 administrable figures.

The system takes two different login passwords :

- Ixxxx intended for the installer
- Exxxx intended for the end-user.

Note : The login passwords are in the form Ixxxx and Exxxx, irrespective of the administration language.

Note : The login passwords are factory-set as I0000 and E0000.

Table 1 : System administration

Screen header	End-user (Login password Exxxx)
Date and time	Accessible
Power supply	Non Accessible
S0 Bus	Non Accessible
Number of trunks	Non Accessible
Serial port	Non Accessible
Serial port assignment	Non Accessible
Feature access code	Non Accessible
Outset of basic cabinet	Non Accessible
CT2 cordless administration	Accessible
Country code	Non Accessible
Administer an extension	Accessible
Extension group	Accessible
Call coverage answer group	Read only
Attendant console	Accessible
Call waiting indication	Accessible
Access to button assignment	Accessible
Administer a trunk	Accessible
List of trunks	Accessible
Terminal translation initialization	Accessible
Incoming destination	Accessible
Incoming trunk groups	Read only
Outgoing trunk groups	Read only
Outgoing routing patterns	Read only
Administer classes (COR)	Read only
Administer time-of-day plans	Accessible
Change login password	Accessible

Table 1 : System administration

Screen header	End-user (Login password Exxxx)
Delete system administration	Non Accessible
Administer system-wide timers	Read only
Configure VEGA DSS	Read only
Configure SOLARIS DSS	Accessible
Remove an extension	Accessible
Remove a trunk	Accessible
Event report	Non Accessible
French 10-digit dial plan	Non Accessible
Dial AD number	Accessible
Display/Program AD number	Accessible
Print an AD list	Accessible
Label fields	Accessible
Administer AD group	Accessible
Reset AD	Accessible
Change charge unit	Accessible
CDR data	Accessible
Real-time CDR report	Accessible
Customized CDR report	Accessible
Customized CDR printer output	Read only
Print configuration reports	Accessible

EuroGeneris menu

Eurogeneris

Main menu 1

Alphabetical Abbreviated Dialing ... 2

Call Detail Recording 3

Print configuration 4

Maintenance 5

Select option: .

VALIDATION -----> Enter

PREVIOUS PAGE -----> F4

- Option 1 : See *EuroGeneris administration manual*
- Option 2 : See *Alphabetical AD*, page 2-1.
- Option 3 : See *Call Detail Recording*, page 3-1.
- Option 4 : See *EuroGeneris administration manual*



Introduction

Alphabetical AD (Abbreviated Dialing) is the best as far as system directories are concerned. The telephone numbers that many people in the company use on a regular basis are stored in the system directory.

Alphabetical AD stops endless dialing operations by providing easy access to 800 numbers. Instead of dialing a number, the user merely keys in the first letters of the person's name at a Galilée 960 α / 930 α or Solaris α voice terminal. The system then searches for the requested name and lets the user know whether no/one/several entries are matching the request. When the correct entry is displayed, the user just presses the Valid button and the system automatically places the call.

An outside party's telephone number is stored in the alphabetical AD by filling out an entry file.

Entry files may be displayed at a Minitel or a PC equipped with the GENECOM 1 software application.

Display/Program AD number

AD nb Trunk Telephone number

8204 - -

AD group : 0

NAME :

BRANCH :

LOCATION :

COMPANY :

Note pad :

.....

VALIDATION -->Enter

CANCEL AD NUMBER -->Shift F3

AD number

The entry number is used as AD number. To place a call to an outside party whose telephone number is stored in the system directory, simply dial the AD number at your voice terminal.

Trunk

Use to specify the trunk or trunk group that will be used by the system to automatically dial the number.

Telephone number

Use to specify the outside party's telephone number.

AD group

Use to assign an AD group. (See *Administer AD group*, page 2-13.)

CompanyBranchLocationName

An entry file has up to 4 administrable fields (search criteria).

Thus, it is possible to store several names (several fields are labelled NAME) in an entry file and also the same telephone number in several entry files.

Note pad

A 40-character line is available to add further information.

AD administration menu

Alphabetical AD

Dial AD number 1

Display/Program AD number 2

AD printer output 3

Label fields 4

Administer AD group 5

Reset AD 6

Select option : .

VALIDATION ———> Enter

PREVIOUS PAGE ———> F4

- Option 1 : See *Print an AD list*, page 2-14.
- Option 2 : See *Print an AD list*, page 2-14.
- Option 3 : See *Print an AD list*, page 2-14.
- Option 4 : See *Dial AD number*, page 2-4.
- Option 5 : See *Administer AD group*, page 2-13.
- Option 6 : See *Reset AD*, page 2-15.



Alphabetical AD

Dial AD number

.

Dial AD number

Applicable to France only.

Note: *This option is not available on a PC equipped with the GENECOM software application.*

Display / Program AD number

Display/Program AD number

Free AD numbers : 800
 Available storage space . : 1981/1981

Press Enter key, to access first
 free AD number

or
 Enter AD number: 8...
 (8200 - 8999)

or
 Enter at least one field related to
 an AD number :

- mandatory :..... and
 - optional :..... and
 - optional :.....

VALIDATION	_____>	Enter
NEXT FIELD	_____>	Down
PREVIOUS PAGE	_____>	F4

There are three different ways to access an entry file:

- Enter the AD number (*to program, display or modify*)
- Access the first blank entry file (*to program*)
- Enter AD number related information (*to display or modify*).

This page also shows the number of blank entry files and the storage space - free versus available (characters).

Access an entry file by entering AD number

Enter the AD number (200 to 999) then press the Enter button.

The selected entry file is displayed (for instance: enter “200” then press the Enter button).

You are faced with either situation:

- The AD number is free and matching entry file is blank
- The AD number is programmed and matching entry file is filled out.

Alphabetical AD

Display / Program AD number

Access an entry file by entering AD number

AD number is free

Display/Program AD number	
AD nb Trunk Telephone number	
8200 -	-
AD group :	0
NAME :	
COMPANY :	
:	
:	
Note pad:
<hr/> VALIDATION —>Enter CANCEL AD NUMBER —>Shift F3	

To program the AD number, enter the trunk number, telephone number, AD group number and fill out at least one field.

AD number is programmed

Display/Program AD number	
AD nb Trunk Telephone number	
8200 - 0	- 41530000
AD group :	0
NAME :	SMITH
COMPANY :	EUROPEAN TRANSPORT
:	
:	
Note pad:
<hr/> VALIDATION —>Enter CANCEL AD NUMBER —>Shift F3	

The entry file may be modified.

To modify an item, place the cursor in the appropriate position using the Down or Up buttons then enter the new number/text.

To clear the entry file, press the Shift and F3 buttons simultaneously.

Access the first blank entry file

Press the Enter button.

Display/Program AD number

AD nb Trunk Telephone number
 8204 — —
 AD group : 0

COMPANY :
 BRANCH :
 LOCATION :
 NAME :

Note pad:

VALIDATION —>Enter
 CANCEL AD NUMBER —>Shift F3

(for instance: the first free AD number is 8204)

Trunk

Enter the trunk or trunk group number (specific outgoing) or 0 (common outgoing).

Telephone number

Enter the outdial code (if necessary) then the outside party's telephone number.

AD group

Enter the number of assigned AD group.

Company

Branch

Location

Name

Enter data in the fields that have been previously defined.

Note: When a company is to appear on several entry files (head office & branches), it is advisable to add details in order to ease the search. In the same way, it is advisable to add the company to a very common surname.

Note pad

Enter additional information if you wish.

Place the cursor in the appropriate position using the Down or Up buttons.

More than one match.

Display/Program AD number

Free AD numbers : 800
 Available storage space . : 1981/1981

Press Enter key, to access first
 free AD number

or
 Enter AD number: 8...
 (8200 - 8999)

or
 Enter at least one field related to
 an AD number:

- mandatory :M..... and
 - optional :..... and
 - optional :.....

MORE THAN ONE MATCH.
 MODIFY THE REQUEST —>F4
 DISPLAY THE MATCHES —>Enter

(for instance: the search criteria is "M")

Several entry files are matching the request.

- Press the F4 button to sharpen the request
 or
- Press the Enter button to display all the entry files matching your request one by one.

Note: To modify an item, place the cursor in the appropriate position using the Down or Up buttons then enter the new number/text.

Alphabetical AD*Display / Program AD number*

Access an entry file by entering related information

No match.

Display/Program AD number	
Free AD numbers	: 800
Avaiable storage space .	: 1981/1981
Press Enter key, to access first free AD number	
or	
Enter AD number	: 8...
(8200 - 8999)	
or	
Enter at least one field related to an AD number:	
- mandatory :LAM.....	and
- optional :.....	and
- optional :.....	
NO MATCH.	
MODIFY THE REQUEST	——> F4

(for instance: the search criteria is "LAM")

There is no entry file matching the request.

AD printer output

AD printer output

Print an AD list: 1

Print all the AD lists: 2

Select option :

VALIDATION > Enter

PREVIOUS PAGE > F4

This option is available if the system is equipped with the serial interface card.

Label fields

Label fields

LABEL 1 :

LABEL 2 :

LABEL 3 :

LABEL 4 :

PREVIOUS PAGE

NEXT LINE

PREVIOUS LINE

VALIDATION

————>

————>

————>

————>

F4

Down

Up

Enter

Note: On strat-up, the fields 1 and 2 are labelled NAME and COMPANY.

The field labels are administrable. Several fields may have the same label (in order to enter several names in one entry file).

Up to 10 characters are available to label a field.

To modify or enter a label, place the cursor in the appropriate position using the Down or Up buttons then enter the new label.

Administer AD group

Administer AD group

Group numbers are included
between 0 and 9.

Enter group number : .

VALIDATION

————> Enter

PREVIOUS PAGE

————> F4

Alphabetical AD supports up to 10 AD groups. AD group members are extensions but AD groups may be completely different from extension groups (See *Extension administration* - Administration manual).

Each AD group has access to a list of entries. An AD group is assigned to each entry. Only the administered members are able to display or modify the entry file and dial the AD number.

Note: An extension may belong to several AD groups.

Administer AD group

Group number : .

Administered members :

Use Y/N to add/remove a member

VALIDATION

————> Enter

Enter the group number then press the Enter button. The administered members are shown in reverse video.

Note: On start-up, all the extensions belong to AD group "0".

Print an AD list

Select option 1 to get a printout of a specific AD list.

Print an AD list

Print an AD list

Assigned AD groups :

0, 1, 2, 3, 4, 5, 6, 7, 8, 9,

Enter field labels:

..... /

Use Y/N to add/remove a group

VALIDATION ———> Enter

PREVIOUS PAGE ———> F4

Select the appropriate group(s), enter the field labels (for instance: NAME/COMPANY) then press the Enter button.

Note: Printing starts immediately.

Names are printed in alphabetical order and the printout may look like this:

NAME	COMPANY	AD NUMBER
Knox	Bank of England	8201
Milligan	Bank of England	8204
Owens	Regency hotel	8202
Smith	European transport	8200

Print all the AD lists

Select option 2 to get a printout of all the entry files.

Entry files are printed according to AD numbers in ascending order.

Note: Printing starts immediately.

Reset AD

Reset AD

Reset will delete all the data
contained in the alphabetical AD.

VALIDATION —————> Enter

NO MODIFICATION —————> F4

To quit alphabetical AD without modifying, press the F4 button.

To delete all the data contained in the entry files, press the Enter button.

Reset AD

Do you want to delete all the data
contained in the alphabetical AD
(Y/N) ?

VALIDATION —————> Enter

PREVIOUS PAGE —————> F4

Enter Y then press the Enter button to confirm the deletion, otherwise enter N then press the Enter button to quit alphabetical AD without modifying.

Calling party number

Call identification is provided if both the call is routed through all ISDN facilities (i.e. both your system and the calling party's) and the outgoing trunk is administered to send the calling party number.

As DID call rings a Galilée 930 α/960 α or Solaris α voice terminal, the calling party's number is displayed.

Moreover, if the outside party's number is stored in the system directory, the calling party's name is displayed instead of number.

Introduction

Call detail recording provides detailed call information. It is used to compute call costs, allocate charges, analyse calling patterns, detect unauthorized calls and keep track of unnecessary calls. Detailed call information may be displayed at Galilée 960 α or Solaris α voice terminals, at a Minitel VDU or at your PC equipped with the GENECOM 1 software application.

The system supports a buffer providing storage for up to 8000 CDR records (optional customized CDR board). These records can be collected on a PC. The costs for calls are then assigned to accounts within the company and reports may be generated to allocate telephone use charges.

CDR administration menu

Call Detail Recording.

Change charge unit 1

CDR data 2

Real-time CDR report 3

Customized CDR report 4

Select option :

VALIDATION

PREVIOUS PAGE

→ Enter

→ F4

Option 1 : See *Change charge unit*, page 3-3.

Option 2 : See *CDR data*, page 3-4.

Option 3 : See *Real-time CDR report*, page 3-17.

Option 4 : See *Customized CDR report*, page 3-21.

Change charge unit

Change charge unit

Current value : 00,000

Enter new value: ,,,.

Enter currency: ...
example : for Dollar -> USD or \$

VALIDATION————> Enter

PREVIOUS PAGE————> F4

The value of the charge unit is factory-set as 00,00 Frs. To change the charge unit, enter the new value then the appropriate currency (up to 3 characters). Press the Enter button.

Example : 00730 for 0.73 Frs.

Note: Any change in the charge unit will entail the working out of totals accordingly.

Press the F4 button to go back to the “Call detail recording” administration menu.

CDR data

CDR data

CDR data on per-extension group basis 1

CDR data on per-trunk group basis ... 2

CDR data on per-extension basis 3

CDR data on per-trunk basis 4

Select option : .

VALIDATION ———> Enter

PREVIOUS PAGE ———> F4

Select option 2 in the «Call detail recording» menu.

Option 1 : See *CDR data on per-extension group basis*, page 3-5.

Option 2 : See *CDR data on per-trunk group basis*, page 3-8.

Option 3 : See *CDR data on per-extension basis*, page 3-11.

Option 4 : See *CDR data on per-trunk basis*, page 3-14.

CDR data on per-extension group basis

CDR data on per-extension group basis

Group numbers are included
between 1 and 8.

In order to collect data for
extensions not assigned to a group,
enter H and press ENTER

Enter group number : .

VALIDATION	———>	Enter
FOR ALL EXT GROUPS	———>	Enter *
PREVIOUS PAGE	———>	F4

Select option 1 to display CDR data on a per-extension group basis.

Call Detail Recording

CDR data

CDR data on per-extension group basis

Record for all the extension groups

Press ⌘.

CDR data on per-extension group basis				
Tuesday 04/06/1994 14h16				
Nb	Name	Units	Charges	Last reset
G1/..
G2/..
G3/..
G4/..
G5/..
G6/..
G7/..
G8/..
NA/..
TOTAL :				
NA = NOT ASSIGNED TO A GROUP.				
PREVIOUS PAGE —————> F4				
Printer output(Y/N) : .				
Reset meters(Y/N) : .				

This record shows:

- The total cost for each extension group.
- The total cost for the extensions which are not assigned to a group (NA).

To get a printout of this record, press Y, otherwise N.

To reset the meters, press Y, otherwise N.

CDR data on per-trunk group basis

Select option 2 to display CDR data on a per-trunk group basis.

CDR data on per-trunk group basis

Group numbers are included
between 400 and 409.

To collect data for trunks not
assigned to a group, enter 410.

Enter trunk group number..... : 4.

VALIDATION	-> Enter
FOR ALL TRUNK GROUPS	-> Enter *
PREVIOUS PAGE	-> F4

Record for all the trunk groups

Press ⌘.

CDR data on per-trunk group basis			
Nb	Units	Charges	Last reset
G400/..
G401/..
G402/..
G403/..
G404/..
G405/..
G406/..
G407/..
G408/..
G409/..
NA/..
TOTAL :			
NA = NOT ASSIGNED TO A GROUP.			
Printer output(Y/N) : .			
Resetmeters(Y/N) : .			

This record shows:

- The total cost for each trunk group.
- The total cost for the trunks which are not assigned to a group and the outgoing trunks assigned to several groups (NA).

To get a prinout of this record, press Y, otherwise N.

To reset the meters, press Y, otherwise N.

Call Detail Recording

CDR data

CDR data on per-trunk group basis

Record for a specific trunk group

Enter the group number then press Enter.

CDR data on per-trunk group basis	
WEDNESDAY 03/04/1996 15H34	
Trunk group number:	
Duration	:h..mn..s
Charges	: USD
Number of units	: Unit(s)
Last meter reset : .././....	
DETAILED FOR EACH MEMBER ———> Enter D VALIDATION ———> Enter	
Printer output(Y/N) : .	
Reset meters(Y/N) : .	

This record shows the group number, call duration and charges and number of units.

To split the record for each member of the group, press D.

CDR data on per-trunk group basis			
.			
Nb	Units	Charges	Last reset
T../..
T../..
T../..
T../..
T../..
T../..
T../..
T../..
TOTAL :			
NEXT PAGE		———> Shift/Down	
VALIDATION		———> Enter	
PREVIOUS PAGE		———> F4	
Printer output(Y/N) : .			
Reset meters(Y/N) : .			

Press the Shift Down buttons to display the next page (more than 8 administered members in the group).

Note: On start-up, all the trunks belong to trunk group 00.

To get a printout of this record, press Y, otherwise N.

To reset the meters, press Y, otherwise N.

CDR data on per-extension basis

Select option 3 to display CDR data on a per-extension basis.

CDR data on per-extension basis

Enter extension number : ...

VALIDATION	———>	Enter
FOR ALL EXTENSIONS	———>	Enter *
PREVIOUS PAGE	———>	F4

Record for all the extensions

Press $\overline{*}$.

```
.

```

Nb	Name	Units	Charges	Last reset
...	.	.	.	/.
...	.	.	.	/.
...	.	.	.	/.
...	.	.	.	/.
...	.	.	.	/.
...	.	.	.	/.
...	.	.	.	/.
...	.	.	.	/.

```
TOTAL      :          .....

NEXT PAGE           -----> Shift/Down
VALIDATION          -----> Enter
PREVIOUS PAGE       -----> F4


Printer output .....(Y/N)   : .
Reset meters .....(Y/N)     : .
```

Press the Shift Down buttons to display the next page.

To get a prinout of this record, press Y, otherwise N.

To reset the meters, press \overline{Y} , otherwise \overline{N} .

Record for a specific extension

Enter the extension number then press Enter.

```

CDR data on per-extension basis

```

```

WEDNESDAY 03/04/1996 15H34

Extension number : ... .....
Extension group  : .. .....

Duration         : .....h..mn..s
Charges          : ..... USD
Number of units  : ..... Unit(s)

Last meter reset : .././....

```

```

VALIDATION          -----> Enter
PREVIOUS PAGE       -----> F4

```

```

Printer output .....(Y/N) : .
Reset meters .....(Y/N) : .

```

This record shows the extension number and user's name, assigned extension group (if any), call duration and charges and number of units.

CDR data on per-trunk basis

Select option 4 to display CDR data on a per-trunk basis.

CDR data on per-trunk basis

Trunk numbers are included between
411 and 4...

Enter trunk number : 4..

VALIDATION
FOR ALL TRUNKS
PREVIOUS PAGE

—> Enter
—> Enter *
—> F4

Record for a specific trunk

Enter the trunk number then press Enter.

CDR data on per-trunk basis

WEDNESDAY 03/04/1996 15H34

Trunk number :

Trunk group :

Duration :h..mn..s

Charges : USD

Number of units : Unit(s)

Last meter reset : .././....

VALIDATION —————> Enter

PREVIOUS PAGE —————> F4

Printer output(Y/N) : .

Reset meters(Y/N) : .

This record shows the trunk number and assigned trunk group (if any), call duration and charges and number of units.

.....

Real-time CDR report

Real-time CDR report

CDR administered group1

Administer CDR real-time report .2

Select option : .

VALIDATION ——> Enter

PREVIOUS PAGE ——> F4

Option 1 : See *CDR administered group*, page 3-18.

Option 2 : See *Administer real-time CDR report*, page 3-19.

CDR administered group

Select option 1 to define the administered members.

CDR administered group

Administered members :

Use Y/N, to add/remove a member

VALIDATION ———> Enter

Note: On start-up, all the extensions belong to the CDR administered group.

Press Y or N to add or remove an extension. The administered members are displayed in reverse video.

Use the appropriate buttons to move the cursor accordingly:

- Down : Down
- Up : Up
- Left : Shift Down
- Right: Shift Up.

Note: A voice services group may not belong to the CDR administered group.

Administer real-time CDR report

Administer CDR real-time report

Display on Minitel/PC(Y/N) : .

Printer output(Y/N) : .

format 5 rows 40 columns —> 1

format 3 rows 80 columns —> 2

format 1 row 80 columns —> 3 : .

Privacy : Blank last 4 digitss of the
dialed number(Y/N) : .

Collect data foe calls totalizing
at least —> ... Units

Collect data for the CDR administered
group only: .

NEXT LINE ———> Down

PREVIOUS LINE ———> Up

VALIDATION ———> Enter

PREVIOUS PAGE ———> F4

Display on Minitel/PC

Use to display the real-time CDR report on a Minitel VDU or PC.

Press Y, otherwise N, then press the Down button.

Printer output

Use to get a printout of the real-time CDR report.

Press Y, otherwise N, then press the Down button.

Format

Use to select the appropriate report format, then press the Down button.

Privacy: Blank last 4 digits of the dialed number

Use for privacy purposes.

Press Y, otherwise N, then press the Down button.

Collect data for calls totalizing at least

Use to specify a minimum number of units, then press the Down button.

Note: Enter 1, to collect data for successfull outgoing calls only.

Collect data for the CDR administered group only

Use to specify the CDR administered group only.

Press Y, otherwise N, then press the Enter button.

The system will perform accordingly.

```
*Ext:      T:4      Date:
Name:      Units:
Time: h mn s  Charges:      ,      USD
Type of call .....:
Dialed number :

*Ext:      T:4      Date:
Name:      Units:
Time: h mn s  Charges:      ,      USD
Type of call .....:
Dialed number :

*Ext:      T:4      Date:
Name:      Units:
Time: h mn s  Charges:      ,      USD
Type of call .....:
Dialed number :
```

The report shows the extension number and user's name, call duration and number dialed.

Customized CDR report

These pages are accessible if the system is equipped with the customized CDR board.

Customized CDR report

Customized CDR data collection 1

Customized CDR printer output 2

Customized CDR reset 3

Customized CDR overload alarm 4

Select option :

VALIDATION ———> Enter

PREVIOUS PAGE ———> F4

- Option 1 :** See *Customized CDR data collection*, page 3-22.
- Option 2 :** See *Customized CDR printer output*, page 3-23.
- Option 3 :** See *Customized CDR reset*, page 3-24.
- Option 4 :** See *Customized CDR overload alarm*, page 3-25.

Customized CDR data collection

Customized CDR data collection

Data collection (Y/N) .

For calls totalizing
at least Units

VALIDATION

PREVIOUS PAGE

————> Enter

————> F4

Data collection

Note: Data collection is factory-set as active if the system is equipped with the customized CDR board.

For calls totalizing at least

Use to specify a minimum number of units, then press the Down button.

Note: Do not leave blank to avoid using unnecessary storage space.

Note: Enter 1 to collect data for chargeable calls only.

Customized CDR printer output

Read only

Customized CDR printer output

From .././.... at ..h..
to .././.... at ..h..

Extension number
or * for all extensions:

Privacy : Blank last 4 digits of the
dialed number (Y/N): .

Collect data for calls totalizing
at least (seconds):

at least (units): ..

Type of call
(O,I,T,A,F,U or * for all types) ..: .

VALIDATION ———> Enter
PREVIOUS PAGE ———> F4

Note: Previously selected options are displayed.

Enter the dates and times to specify the period.

Type of call

- **O** identifies an outgoing call
- **I** identifies an incoming call
- **T** identifies an outgoing call resulting from an outside transfer
- **A** identifies an attendant-handled incoming call
- **F** identifies an outgoing call resulting from a call forward off-premises
- **U** identifies an uncompleted incoming call attempt
- ***** for all calls

Customized CDR reset

Customized CDR reset

Available storage space :
...../.....

Delete CDR data up to
../../..... included.

Warning: If you press ENTER,
CDR data is deleted.

VALIDATION ———> Enter
PREVIOUS PAGE ———> F4

The system proposes the current date minus one day.

Customized CDR overload alarm

Customized CDR overload alarm

PBX code:

Automatic overload alarm when
available storage space not big
enough(Y/N) .

Content of overload alarm file :
(40 characters)

.....

VALIDATION —————> Enter
PREVIOUS PAGE —————> F4

When the automatic procedure has been selected, the overload alarm is sent when the available storage space represents 500 CDR records.

Press the Enter button to display the following page.

Access GENECOM2

The command to access GENECOM2
may be :

- a Hayes command
(modem, ISDN adaptator)
- a X28 address
(PAD access)

Enter your command :
(up to 20 characters)

.....

VALIDATION —————> Enter
PREVIOUS PAGE —————> F4
HELP —————> F2

This page is intended for remote PC users only.

Call Detail Recording

Customized CDR report

Customized CDR overload alarm



Introduction

The attendant console may be a Solaris α or a Galilée 960 α voice terminal. It gives the attendant a fingertip access to all the powerful features offered to system users plus a few specific functions.

The attendant features may be split up into the following four groups:

- Customizing the console
- Administering system features
- Call-related information
- System alarms and responses

The Solaris α voice terminal supports up to three DSS modules. Each DSS module has 24 flexible buttons with status lights. A Solaris α voice terminal with three DSS modules used as attendant console guarantees an optimal surveillance of the whole traffic.

The system supports up to two voice terminals designated as attendant positions.

Customizing the console

Additional feature and DSS buttons are used for a quick and easy access to features or numbers (outside or extension).

Programming features into additional feature buttons

```
Program ?
PROGRAM
Buttons ?
BUTTON : ..
BUTTON : J
```

1. The console being idle, press the **Down** button until the display shows «Program» and press the **Enter** button or dial the feature access code 73 and go to step 3.
2. When the display shows «Buttons», press the **Enter** button.
3. Press the additional feature button you wish to program.
4. Press the **Down** button to select the desired feature or dial the appropriate access code (Refer to the available feature access codes). Press the **Enter** button twice.
5. To leave the programming mode, simply press the **Speaker** button.

Selecting a DSS configuration

```
Program ?
PROGRAM
Miscellaneous ?
MISCELLANEOUS
DSS
CONFIG. NB 2
Modify DSS
MODIFY DSS
Config. nb :
```

1. The console being idle, press the **Down** button until the display shows «Program» and press the **Enter** button or dial the feature access code 762 and go to step 3.
2. When the display shows «Miscellaneous», press the **Enter** button.
3. When the display shows «DSS», press the **Enter** button.
The current configuration number is displayed.
4. To select another configuration, dial the number of the requested DSS configuration (from 1 to 9).
5. Press the **Enter** button twice.
6. To leave the programming mode, simply press the **Speaker** button.

Programming features into DSS buttons

```
Program ?
PROGRAM
Modify config. ?
MODIFY CONFIG
DSS config nb : 2
DSS BUTTON : 01
```

1. The console being idle, press the **Down** button until the display shows «Program» and press the **Enter** button or dial the feature access code 7* and go to step 3.
2. When the display shows «Modify config», press the **Enter** button.
3. Dial the number of the DSS configuration you wish to modify (from 1 to 9).
4. Press the DSS button you wish to program.
5. Press the **Down** button to select the desired feature or dial the appropriate access code (Refer to the available feature access codes). Press the **Enter** button twice.
6. To leave the programming mode, simply press the **Speaker** button.

Redirecting calls to an extension number

```

Program ?
PROGRAM
Call forward ?
PROGRAM
Fwd attendant ?
ATTENDANT FWD
To : ....
    
```

1. The console being idle, enter programming mode and press the **Down** button until the display shows «Call forward» and press the **Enter** button or dial the feature access code 799 and go to step 3.
2. To redirect calls to a designated extension number (known as forwarded-to number), press the **Down** button until the display shows «Fwd attendant».
3. Dial the forwarded-to extension number.

Deactivating the feature is done in the same way.

Monitoring the use of trunks

```

Program ?
PROGRAM
Control trunk ?
CONTROL TRUNK
Trunk nb : 4..
CONTROL TRUNK
Trunk nb : 411
411 FREE
Control trunk ?
    
```

1. Enter programming mode and press the **Down** button until the display shows «Control trunk» and press the **Enter** button or dial the feature access code 74.
2. Dial the number of the trunk you wish to control and press the **Enter** button. The display shows the trunk status and you are offered the control.

To deactivate the feature, press the **Enter** button when the display shows «Cancel».

A controlled trunk can only be used by the attendant.

Administering system features

Setting the time

```

Program ?
PROGRAM
Time ?
TIME      10:20
          ..j..

```

1. The console being idle, press the **Down** button until the display shows «Program» and press the **Enter** button or dial the feature access code 71 and go to step 3.
2. Again press the **Down** button until the display shows «Time» and press the **Enter** button.
The current time is displayed.
3. Enter the new time (4 digits) and press the **Enter** button twice.

The time is set for all the terminals connected to the system.

Setting the date

```

Program ?
PROGRAM
Date ?
DATE WE-23-JUNE
          ...j..

```

1. The console being idle, press the **Down** button until the display shows «Program» and press the **Enter** button or dial the feature access code 72 and go to step 3.
2. Again press the **Down** button until the display shows «Date» and press the **Enter** button.
The current time is displayed.
3. Enter the new date and press the **Enter** button twice.

The date is set for all the terminals connected to the system.

Activating the external ringer

```

EXTERNAL RINGER

```

To activate the external ringer, press the **Ringer** button. The status light next to the button goes off.

This feature is used when the attendant is unavailable for a short period. Incoming trunk calls ring the attendant console, the external ringer and the members of the call coverage answer group at the same time.

Activating night service

```

Program ?
PROGRAM
Miscellaneous ?
MISCELLANEOUS
Night/day mode ?
NIGHT/DAY MODE
Night mode on ?
NIGHT MODE ON
    
```

1. Enter programming mode and press the **Down** button until the display shows «Miscellaneous» and press the **Enter** button or dial the feature access code 763 and go to step 3.
2. Again press the **Down** button until the display shows «Night/day mode» and press the **Enter** button.
You are offered to switch from day to the night service.
3. Simply press the **Enter** button.

This feature is used when the attendant is off-duty. Incoming trunk calls ring the night extension(s) or an answering machine. The system is under night restriction.

Selecting music-on-hold tune

```

Program ?
PROGRAM
Miscellaneous ?
MISCELLANEOUS
Music on hold ?
MUSIC ON HOLD
Option : .
    
```

1. Enter programming mode and press the **Down** button until the display shows «Miscellaneous» and press the **Enter** button or dial the feature access code 761 and go to step 3.
2. Again press the **Down** button until the display shows «Music on hold» and press the **Enter** button.
3. Select the appropriate option:
0 = Beeps
1 = External music source
2 = Synthesized tune 1
3 = Synthesized tune 2.

Activating night restriction

```

PROGRAM
Miscellaneous ?
MISCELLANEOUS
N/D restriction
N/D RESTRICTION
Password->*****
N/D RESTRICTION
Password->*****
N/D RESTRICTION
Night override ?
    
```

Night restriction is administered to go on and off automatically at preset times each day (according to administrable time-of-day plans). It may also be turned on and off manually at the attendant console (for vacation periods or public holidays, for instance).

1. Enter programming mode and press the **Down** button until the display shows «Miscellaneous» and press the **Enter** button or dial the feature access code 764 and go to step 3.
2. Again press the **Down** button until the display shows «N/D restriction» and press the **Enter** button.
3. Enter the current end-user's login password (*).
You are offered to switch from day to night restriction mode.
4. Simply press the **Enter** button.

Extension users may be allowed to override the night restriction to place a single call by entering an authorization code.

(* this password is given by the installer)

Call-related information

The attendant may have to answer DID or non-DID calls that were not placed to the console. If it is the case, the display shows call-related information often indicating in turn the origin of the call and the reason for ringing the console.

Mishandled operation

```
WE-23-JUNE 09:55  
415 MISHANDLE
```

The incoming call rings the attendant console following a mishandled operation.

```
WE-23-JUNE 09:55  
415
```

Unanswered DID call

```
WE-23-JUNE 09:55  
415 RECALL 1
```

The incoming DID call on trunk 15 and transferred to the extension 310 remained unanswered for over 40 seconds.

```
WE-23-JUNE 09:55  
415 BARBARA 310
```

```
WE-23-JUNE 09:55  
415 RECALL 2
```

The display shows the number of incoming DID calls ringing the extension 310 (2 in our example). Press the **Down** button to identify the different calls.

```
WE-23-JUNE 09:55  
415 DID 1650>40s
```

Attendant busy

```
WE-23-JUNE 09:55  
310 BARBARA
```

This message is displayed when a coworker is calling for assistance while the attendant is busy with another call.

```
WE-23-JUNE 09:55  
310 ATTD BUSY
```

System alarms and responses

At the console, the display may show system alarms and responses.

Commercial power outage

NO AC POWER

AC power has been cut off. The system is fed by the batteries.

Trunk non existent

TRK NON EXISTENT

The number of connected trunks is less than half the number of administered trunks.

External ringer

EXTERNAL RINGER

The attendant is unavailable. Incoming trunk calls ring the attendant console, the external ringer and the members of the call coverage answer group at the same time.

Night service

NIGHT MODE ON

The attendant is off-duty. Incoming trunk calls ring the night extension(s) or an answering machine.

Power overload

POWER OVERLOAD

The number of dedicated voice terminals connected to the system exceeds the capacity of the power supply which is implemented.

Controlled trunks

CONTROLLED : 01

Number of controlled trunks.

Inoperative trunk

```
INOPERATIVE TRK  
310 BARBARA
```

The number of trunks connected to the system exceeds the maximum number of administered trunks.

or

The connected trunk has not been assigned a port number.

Remote administration

```
REMOTE ADMIN. ON
```

Remote administration is taking place.

Night restriction

```
NIGHT RESTRICT.
```

The system is under night restriction. Extension users may be allowed to override the night restriction to place a single call by entering an authorization code.

CDR overload

```
CDR OVERLOAD
```

The available storage space is not big enough for customized CDR data collection.

PRI configuration error

```
WE-23-JUNE 09:55  
PRI CONFIG ERROR
```

The number of administered B-channels is less than the number of B-channels ordered from the carrier.